



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Administrative Officer
County Counsel
Chief Information Officer
Director of Internal Services
Director of Public Social Services

At its meeting held August 12, 2003, the Board took the following action:

67-A

Supervisor Burke made the following statement:

“The California Public Utilities Commission (PUC) is currently considering the creation of a 2-1-1 telephone number that would provide callers with information and referrals to a multitude of social and health services as well as other resources. Recently, I received correspondence from the PUC indicating that InfoLine of Los Angeles has requested authorization to become the exclusive source of health and human services information and referrals using the 2-1-1 dialing code in Los Angeles County. The PUC is requesting Los Angeles County’s input with regard to the proposed 2-1-1 number and the selection of an exclusive service provider. Before those questions can be answered, issues of cost, oversight and quality assurance will have to be clarified.

“As a longtime advocate for improved access to health and social services, I am confident that the creation and implementation of a 2-1-1 system will quickly prove to be a valuable resource benefiting the residents of Los Angeles County. For example, 2-1-1 telephone operators will be able to provide information and referrals to critical services including childcare, healthcare, housing, transportation, education, vocational training, job placement and a multitude of other resources. Essentially, 2-1-1 would become a universal toll-free telephone number giving residents access to live operators who will provide immediate answers and referrals to everyday questions. Additionally, the ‘911’ emergency system is often utilized by non-emergency callers who will now be able to dial 2-1-1 for non-emergency services.

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“It is my understanding that due to Los Angeles County’s large population and vast geographic area, it would be designated as a single 2-1-1 service area requiring the selection of an exclusive service provider. This provider would handle 100% of the call volume and be solely responsible for maintaining a database of resources as well as the provision of live telephone operators 24 hours a day year-round. Currently, Los Angeles County allocates over \$4.1 million annually through the Department of Public Social Services to InfoLine. However, precise details about funding requirements and quality assurance for such a large and potentially costly 2-1-1 operation are not certain. These are important issues which the Board of Supervisors will need to fully explore and evaluate before being able to make a well informed assessment and provide input to the PUC.”

Therefore, Supervisor Burke made a motion that the Board take the following actions:

1. Instruct the Chief Administrative Officer, County Counsel, Chief Information Officer, and the Directors of Internal Services and Public Social Services to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number in the County of Los Angeles that would provide callers with information and referrals to a multitude of social and health services as well as other resources, with assessment to include potential funding sources and projected costs to the County, as well as a review of the business plan to support the County’s current and future 2-1-1 needs; and to jointly report back to the Board within 60 days with findings and recommendations; and

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2. Instruct the Executive Officer of the Board to send a letter signed by the Board members to each member of the California Public Utilities Commission (PUC) expressing the Board's strong support for the concept of a 2-1-1 system, and that the Board is not endorsing any specific provider at this time, but is expeditiously gathering and analyzing information to be able to make a well informed assessment and provide the PUC with input about the proposed 2-1-1 system and selection of an exclusive service provider.

Supervisor Yaroslavsky made a suggestion that recommendation number 2 in Supervisor Burke's foregoing motion be amended to read as follows:

Instruct the Executive Officer of the Board to send a letter signed by the Board members to each member of the California Public Utilities Commission (PUC) expressing the Board's strong support for the concept of a 2-1-1 system; that the Board is not aware of any applications for the Los Angeles County 2-1-1 system except for InfoLine, and given this information has no objection to the selection of InfoLine as the exclusive provider for 2-1-1 services in Los Angeles County; and the Board wishes to be advised of any additional applications that may be made for Los Angeles County's 2-1-1 provider.

In addition, Supervisor Yaroslavsky also suggested that the wording "but is expeditiously gathering and analyzing information to be able to make a well informed assessment and provide the PUC with input about the proposed 2-1-1 system and selection of an exclusive service provider" in recommendation number 2 in Supervisor Burke's foregoing motion be deleted.

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67-A (Continued)

After discussion, on motion of Supervisor Yaroslavsky, seconded by Supervisor Knabe, unanimously carried (Supervisor Molina being absent), the Board took the following actions:

1. Instructed the Chief Administrative Officer, County Counsel, Chief Information Officer, and the Directors of Internal Services and Public Social Services to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number in the County of Los Angeles that would provide callers with information and referrals to a multitude of social and health services as well as other resources, with assessment to include potential funding sources and projected costs to the County, as well as a review of the business plan to support the County's current and future 2-1-1 needs; and to jointly report back to the Board within 60 days with findings and recommendations;
2. Instructed the Executive Officer of the Board to send a letter signed by the Board members to each member of the California Public Utilities Commission (PUC) expressing:
 - a. The Board's strong support for the concept of a 2-1-1 system;
 - b. That the Board is not aware of any applications for the Los Angeles County 2-1-1 system except for InfoLine, and given this information has no objection to the selection of InfoLine as the exclusive provider for 2-1-1 services in Los Angeles County; and
 - c. The Board wishes to be advised of any additional applications that may be made for Los Angeles County's 2-1-1 provider; and
3. Agreed that the selection of InfoLine is conditional upon them submitting a business plan for the Board's review.

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Copies distributed:

Each Supervisor

Letter sent to:

Each Member, California Public Utilities Commission